Inventory Tracking
Electronic Asset
Management System
(ITEAMS) Training

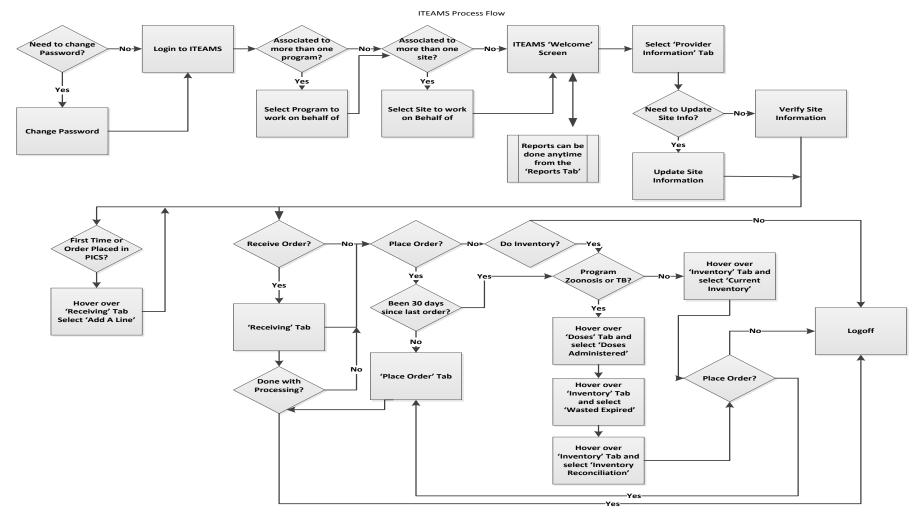


Extended Provider Network (EPN)
Training

Information

- Slides of presentation will be posted to:
 - http://www.dshs.state.tx.us/iteams/
- Points of contact:
 - <u>ITEAMS.PharmacyHelpdesk@dshs.texas.gov</u>
 - <u>iteams.helpdesk@dshs.state.tx.us</u>.

Overview



ITEAMS Functionality

- Security by region, program and site
- Ability for user to change password
- Ability for user to change hours of operations, contact, and address
- Requirement to complete inventory before going to Bulk Order screen
- Inventory Tracking
- Orders
- Reports

Required Activities

Each month, the user must complete the following activities in the defined order:

- 1. Conduct **Receiving** activities
- 2. All Users must reconcile their inventory:
 - Hansen's, Refugee, and STD will count what they have on hand and enter it into the **Current Inventory** Screen.
 - ☐ TB and Zoonosis will record expired/wasted items using the Inventory Wasted/Expired Record and Units Distributed for previous calendar month. They will reconcile the site's physical inventory with the system's automated inventory using the Inventory C-33 Screen

Before an order is placed, a user must:

Verify the information on the **Information** screen to include:

- Demographics
- Hours of Operation
- Contact name, phone and email address

SECURITY:

User Name (six characters) provided by IT

Password (eight character strong password)

- IT emails a generic password
- User's have the ability to change password
- After three failed attempts locked out of account
- Ability to reset by calling the Help Center or email ITEAMS.PharmacyHelpdesk@ds hs.texas.gov





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Once you log in with your generic password, you will be required to change your password immediately.

To change, you do not need to log in just: Click **Change Password (Sign-In Screen)**

Welcome to Dev/Test. This is not Production.

Enter your user name and password to sign in.

User Name:

Password:

OK Cancel

Change Password

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The system returns a second menu

User Name – six characters

Old Password - generic password sent via email

New Password — select a new password containing 8 characters with one uppercase or lower alpha character, one number, and one special character **Note:** do not recommend using the number zero or letter O or number one or uppercase I or lower case I

Example of a good password: Pig6fly#

Confirm Password – same password as entered New Password

Click Change Password



Note: You must enter exact same password in both the **New Password** and **Confirm Password** fields.

Note: The 'no match' in red displays until you click on **Change Password**. Ignore the 'no match'. It shows if the password matches or not. You will get an error if the passwords do not match.

Once you have received the popup message stating **Password reset**, click **OK** Click on **Return to Sign In** to log into the system with the new password.





Log In – Error Message

New Password and **Confirm Password** are not the same - Message appears after 'change password' selection.



Go to the **Log in** page to enter:

User Name: the 6 character assigned name

Password: password containing 8 characters with one uppercase or lower alpha

character, one number, and one special character (created on page 7)

Note: After three failed attempts to log in, you will be locked out. If you are locked out or need to change your password, you must contact the Help Center staff or ITEAMS.PharmacyHelpdesk@dshs.texas.gov



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Select Program

After clicking **Ok** on the **Sign In** page, the system opens a screen, **Select Program**, with a list of <u>all</u> programs assigned to you.

To select a program, you can:

Double click the program name

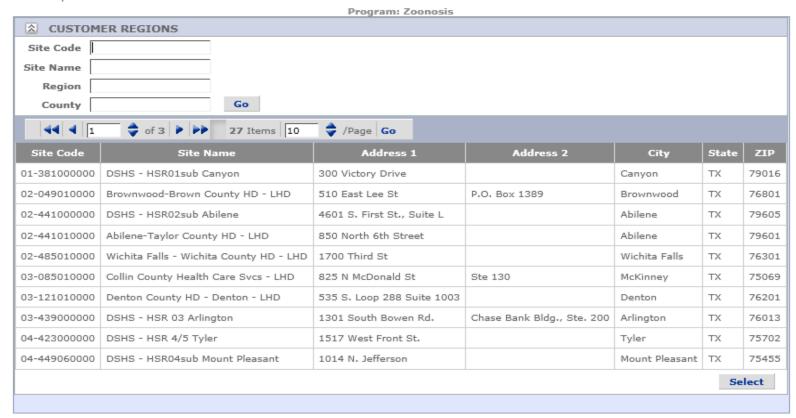
Highlight the program and click the **Select** button.



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Select Site

After clicking **Select** on the **Select Program** page, the system opens a screen, **Customer Regions** with a list of <u>all</u> sites within your geographically assigned area.



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Select Site

To retrieve a specific site, you can:

- Enter a specific Location code in the Site Code which retrieves one specific account
- Enter a specific site in the Site Name or a partial name If you enter the exact site's name, the system retrieves one specific account If you enter a part of the first name, i.e. DSHS, the system retrieves all accounts called DSHS XXXX
- Enter a specific or first part of the County name retrieves all the accounts residing in the county.

Click Go



Select Site

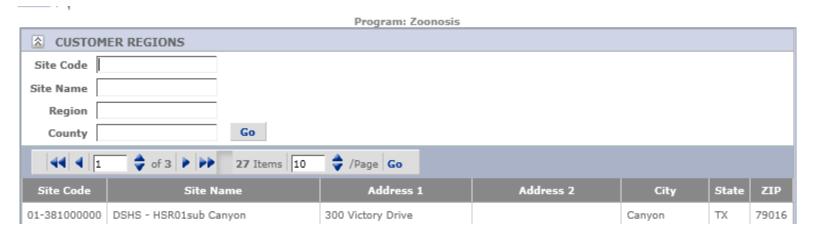
To open a specific account:

Highlight and double click; or

Highlight and click **Select**

The system refreshes the screen and opens the **Welcome** tab.

The clinic name is displayed at the top of the tabs.



Program: Zoonosis - Customer: DSHS - HSR01sub Canyon

 ▶ Welcome
 ▶ Provider Information
 ▶ Receiving
 ▶ Doses
 ▶ Inventory
 ▶ Place Order
 ▶ Reports
 ▶ Help

Program/Site User Log-In Profiles

One Program/One Site

If you are not assigned at least 1 program and 1 site, you will not be able to log in.

Single Program/Multiple Sites

If you are assigned one program, you will not see the **Select Program** Screen. The system will select your assigned program then present the **Select Site** Screen.

Single or Multiple Programs/Single Site

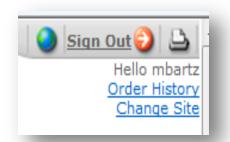
If you are assigned one site only, you will not see the **Site Selection** Screen. The system will select the site for you then present the **Welcome** Screen.

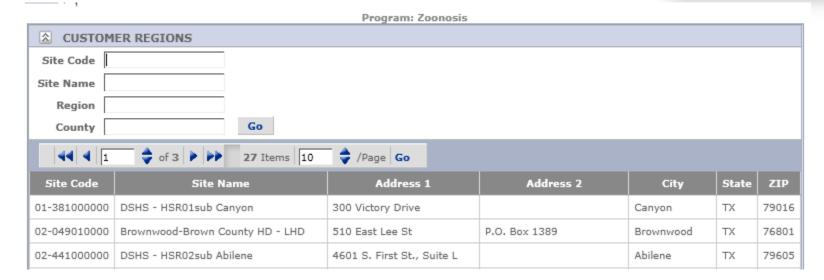
Multiple Programs/Multiple Sites

If you have multiple programs and multiple sites you will need to pick from both the **Select Program** Screen and the **Select Site** Screen.

Changing Sites

If you click on **Change Site** on the upper right portion of your screen, the system returns you to the **Customer Regions** screen to proceed with selection of another program and site.





Welcome or Landing Page

Welcome or landing page:

- Announcements
- Tasks sequence

New: Facility identifier and each tab has a submenu, you must click on to open the screen.



Note: Doses Label cannot be changed.

Messaging....

This message will not only appear when the provider logs in, it will reappear each time a provider clicks on any tab. **Note:** Number in parenthesis shows how many orders/transfers this provider has under the **Receiving** tab.



Provider Information

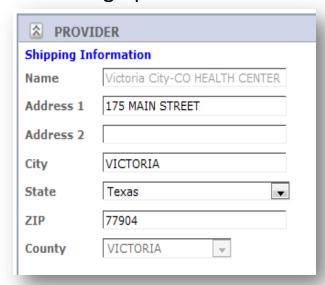
Critical for successful shipments:

■ Hours of Operation

Hours Of Operation



Demographics



Contact Email/Phones



Provider Information

Changes to **Hours of Operation** – must comply!

Scenarios shown (must be in military time):

Monday: Site is open from 8:00 a.m. – 12:00 p.m. – closed for lunch from 12:00 p.m. to 1:00 p.m. and open until 5:00 p.m.

Tuesday: Site is open from 9:00 a.m. – 5:00 p.m. – not closed for lunch

Wednesday: Site is open from 8:00 a.m. – 11:00a.m.– closed for lunch from 11:00 p.m. to 11:30 p.m. and open until 4:30 p.m.

Hours Of Operation

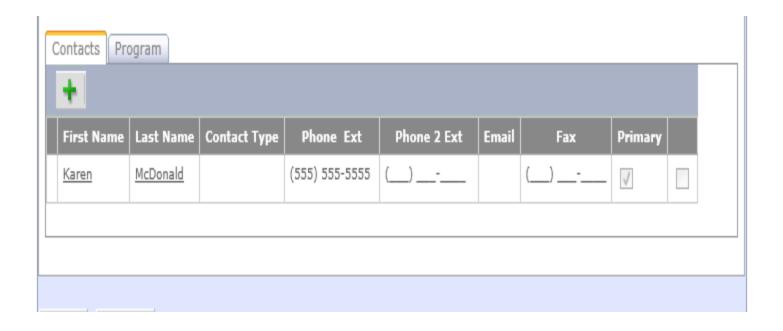
	Open	Lunch Start	Lunch End	Close	Please enter hours in military time.
Monday	08 ▼ 00 ▼	12 🔻 00 🔻	13 🔻 00 🔻	17 ▼ 00 ▼	Add 12 to any time after noon. 1pm = 13:00
Tuesday	09 ▼ 00 ▼	00 🔻 00 🔻	00 🔻 00 🔻	17 ▼ 00 ▼	2pm = 14:00 3pm = 15:00
Wednesday	00 ▼ 80	11 🔻 00 🔻	11 🔻 30 🔻	16 ▼ 30 ▼	4pm = 16:00 5pm = 17:00 6pm = 18:00
Thursday	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	7pm = 19:00 8pm = 20:00
Friday	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	
Saturday	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	To update contact information below, please double click on the name of the contact.
Sunday	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	00 🔻 00 🔻	Please leave Primary Contact checked.

Provider Information (contact)

To add contacts, click on the green '+' sign.

To modify existing contact, click on their first or last name.

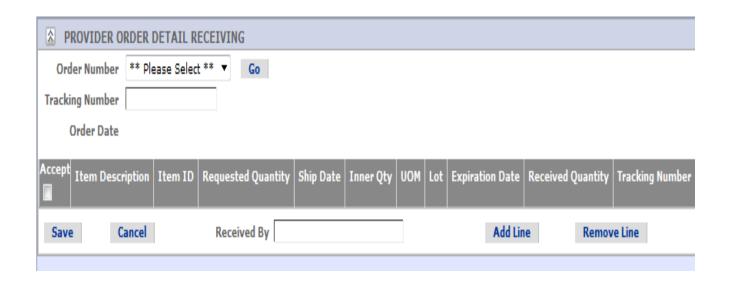
You must have 1 primary contact.



Receiving (Picture is before selecting Order)

The **Receiving** Screen is used for the following:

- 1-Loading your initial inventory
- 2-Receiving your final remaining orders from PICS
- 3-Receiving orders from the DSHS Pharmacy
- 4-Receiving an order transferred from another site



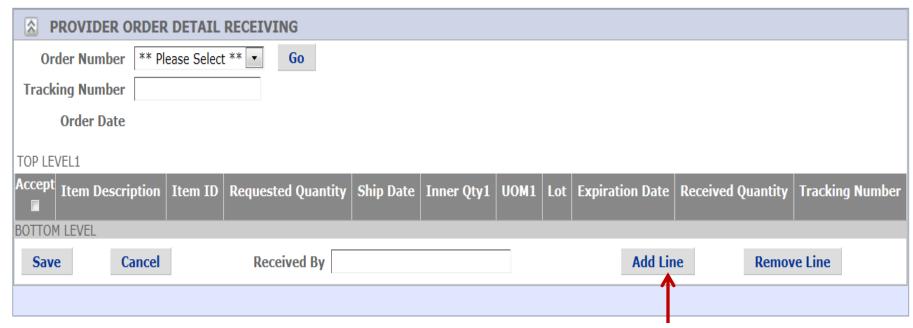
Receiving for Initial Inventory

The system supports loading your initial inventory via the **Add Line** function. This procedure will also be used to load your final remaining orders from PICs.

Note: This procedure is used on rare occasions. It is not part of normal operations.

Populate Initial Inventory

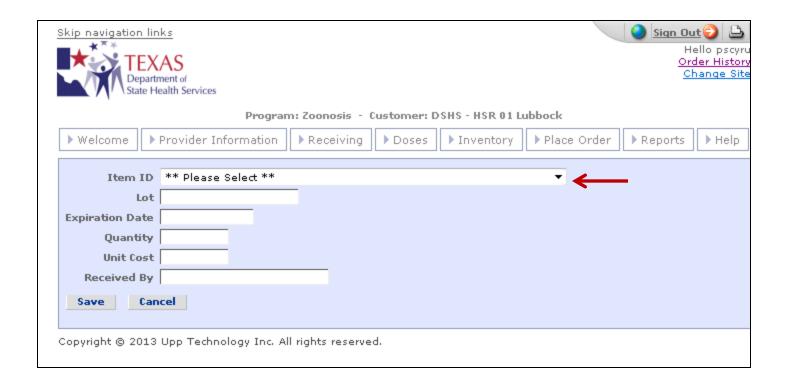
You will need a count of the inventory from your site in order to populate it into the system. The first step in loading the inventory into the system is to select the **Add Line** button.



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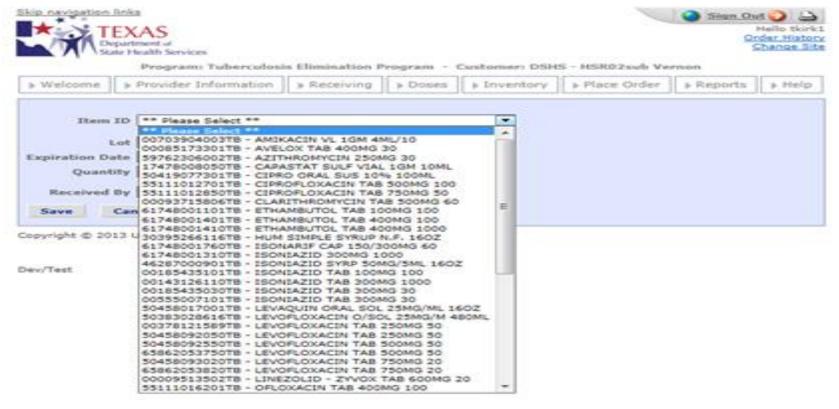
Populating Initial Inventory

Selecting the **Add Line** button will bring up the screen below. Next select the **Item ID**



Populating Initial Inventory

Selecting the **Item ID** arrow will bring up a list of the inventory associated with the program you are working on behalf. Next select the **Item ID** that you want to add to your inventory



Populating Initial Inventory

After selecting the **Item ID**, complete the remaining fields on the screen and click **Save**. Use MM/DD/YYYY format for dates. If the date only has month and year, choose the last day of the month. The system will update the inventory. Repeat the process for each Item in the inventory including any outstanding items from PICS

Program: Zoonosis - Customer: DSHS - HSR01sub Canyon							
▶ Welcome ▶	Provider Information Receiving Doses Inventory Place Order Reports Help						
Item ID 13533061802ZOO - HYPERRAB IMMUN SERIUM GLOBULIN 2ML ▼							
Lot	ZZZZZ						
Expiration Date	07/25/2019						
Quantity	20						
Unit Cost	5,00						
Received By	John Doe						
Save Car	:el						
Copyright © 2013	pp Technology Inc. All rights reserved.						
DSHS ITEAMS							

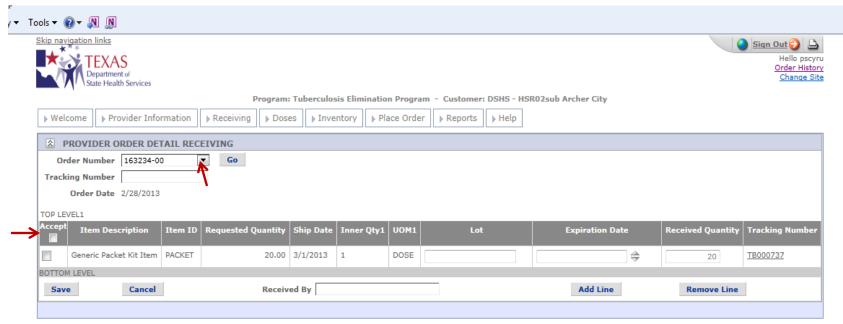
Receiving-Accepting an Order (picture is after selecting order)

Order Number – suffix Tracking Number Order Date

Accept – entire or individual

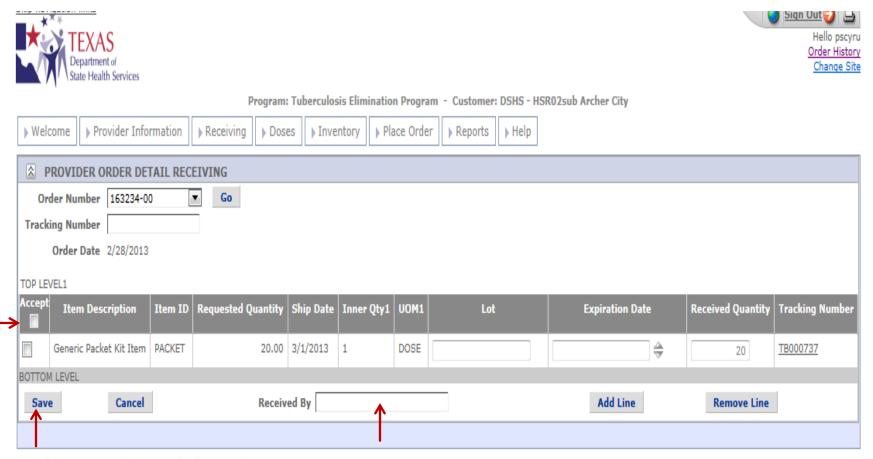
Item Description
Item ID
Requested Quantity
Ship Date
Inner QTY

UOM
Lot*
Expiration Date *
Requested Quantity *
Tracking Number
* Can be edited



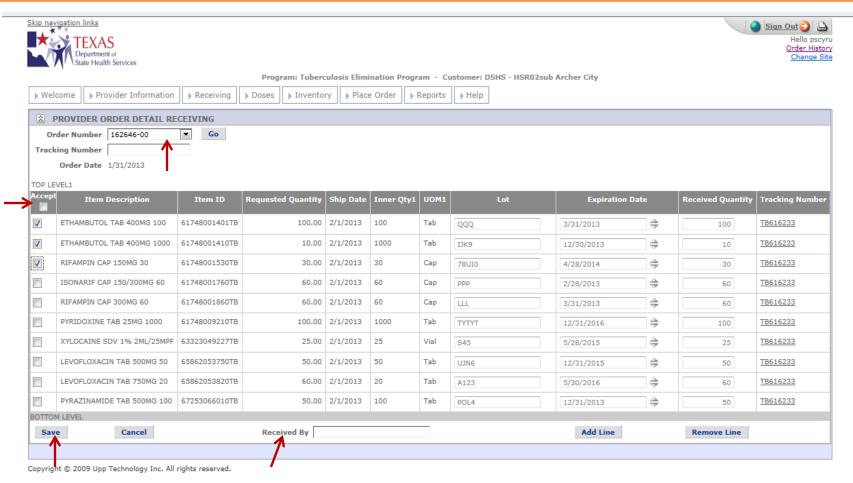
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Receiving Screen- Accepting an Order



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Receiving (selecting some items but not all)

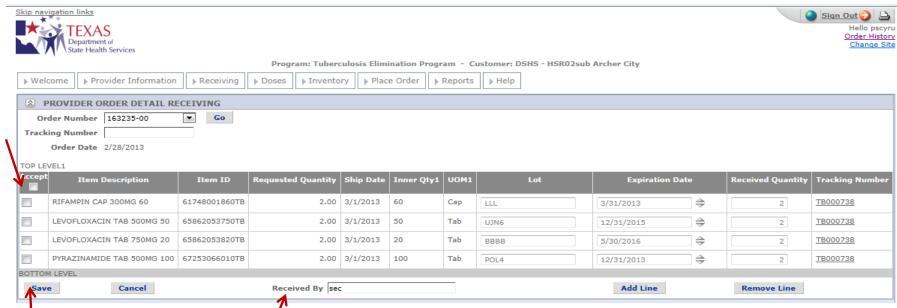


Dev/Test

Receiving Procedure

System provides the ability to receive just one or two items or all items. If all the contents on order are correct the user:

- 1. Clicks Accept
- 2. Completes Received By
- Clicks Save
- 4. System removes the **Order** number from drop down
- 5. System updates Inventory Except for Packet Orders



Inventory Reconciliation

Your Program defines how you will reconcile your inventory.

Hansen's uses Simple Inventory Reconciliation = **Current Inventory** Screen Refugee uses Simple Inventory Reconciliation = **Current Inventory** Screen STD uses Simple Inventory Reconciliation = **Current Inventory** Screen

TB uses Complex Inventory Reconciliation = **C-33 Inventory** Reconciliation Zoonosis uses Complex Inventory Reconciliation = **C-33 Inventory** Reconciliation

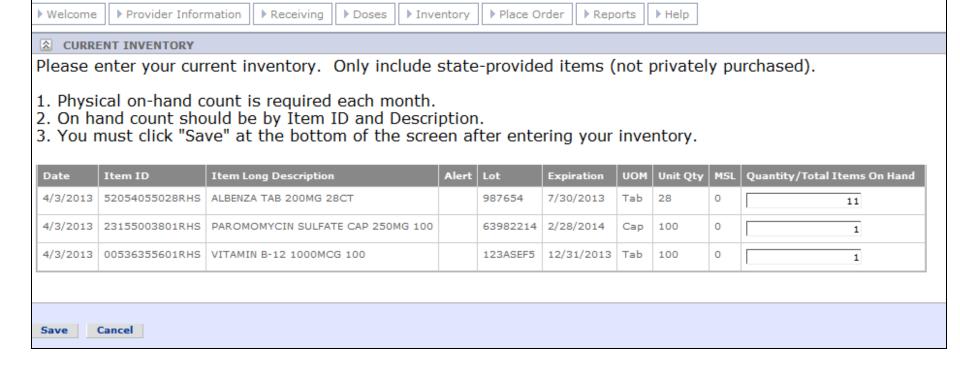
Simple Inventory users will only see the **Current Inventory** Screen. Complex Inventory users will only see the **C-33 Inventory** Reconciliation Screen. Users that support multiple programs may see both screens.

Complex Inventory users will see the **Units Distributed** screen and the **Wasted Expired** Screen.

Current Inventory Screen

Use the current Inventory Screen for simple Inventory Reconciliation. Currently, STD, Refugee, and Hansen's Programs use this.

Program: Refugee Health Screening - Customer: Midway Family Planning



Inventory Tab – Hansen's, Refugee, and STD

System has three sub-menus under the **Inventory** tab:

- > Transfer Order
- > Tally Sheet
- Current Inventory



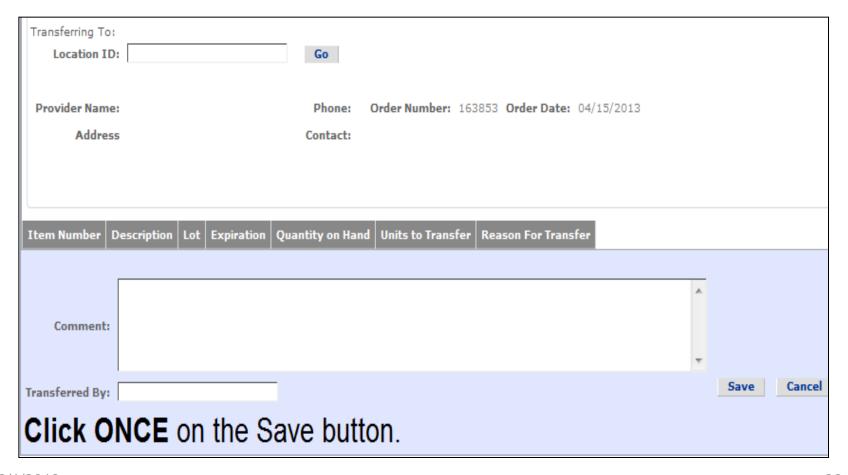
Inventory Tab – TB and Zoonosis

System has four sub-menus under the **Inventory** tab:

- > Transfer Order
- Waste and Expired
- Provider C-33 (Inventory Reconciliation)
- > Tally Sheet

Inventory Tab – Transfer Order

System allows a user to generate a transfer to another site.



Once the user inputs the receiver's Location ID and clicks **Go**, the system populates the screen with:

- Receiver's demographics, phone and contact
- Order Number
- Order Date
- Sending Site's inventory



A user can not transfer an item with a zero balance or more than the quantity on hand. Also, the system requires a reason be chosen from the drop down list for each item being transferred.

Item Number	Description	Lot	Expiration	Quantity on Hand	ι	Inits to Transfer	Reason For Transfer
PACKET	Generic Packet Kit Item			6		0	** Please Select **
65862053820TB	LEVOFLOXACIN TAB 750MG 20	BBBB	5/30/2016	899	j	0	** Please Select **
67253066010TB	PYRAZINAMIDE TAB 500MG 100	POL4	12/31/2013	899			Reason For Transfer
		** Ple	ase Select **				

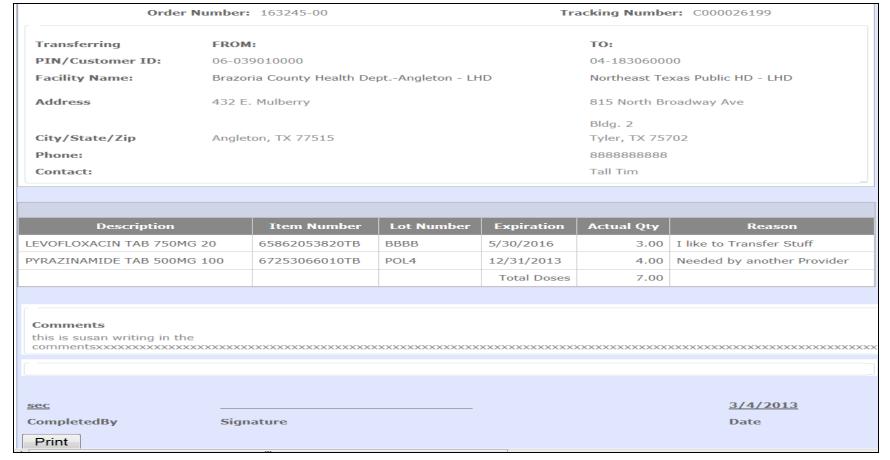
** Please Select **
I like to Transfer Stuff
Needed by another Provider

Short Expiration Date

Product unavailable in DSHS Pharmacy

Overstocked

After clicking **Save**, system generates a transfer form to print and place in the shipment as a packing list.



At the bottom of the Transfer screen

- **Comment** reason for transfer and/or special instructions
- Transferred By user completing action
- Clicking Save completes the transfer and decrements the inventory

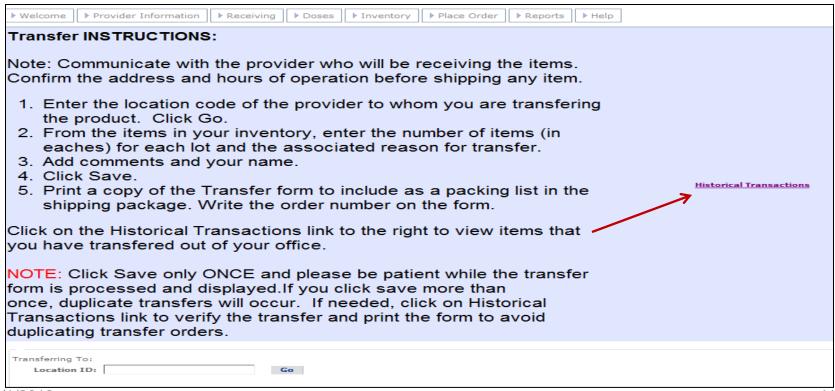


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Inventory Tab – Transfer History

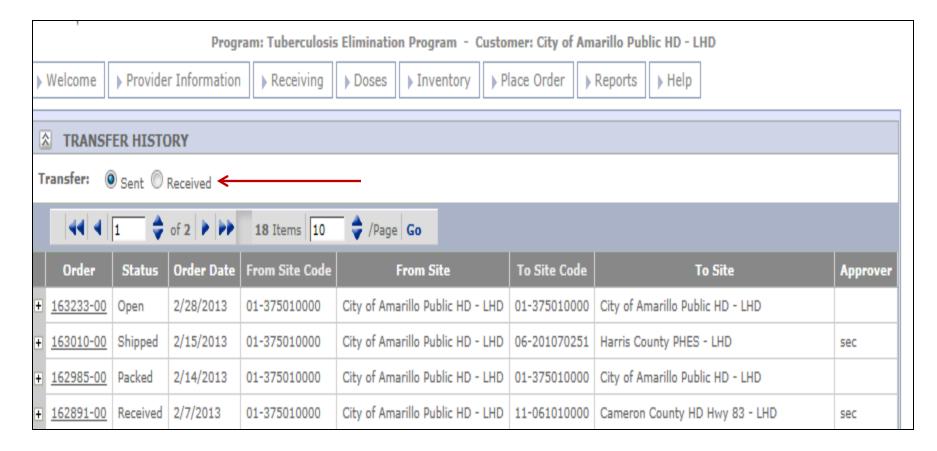
System contains a record of all transfers sent as well as received. To access the history the user:

- Clicks on Inventory Tab then Transfer Order
- Once system returns the Transfer Order screen, click on the Historical Transactions hyperlink (link is located under the Transfer Instructions)



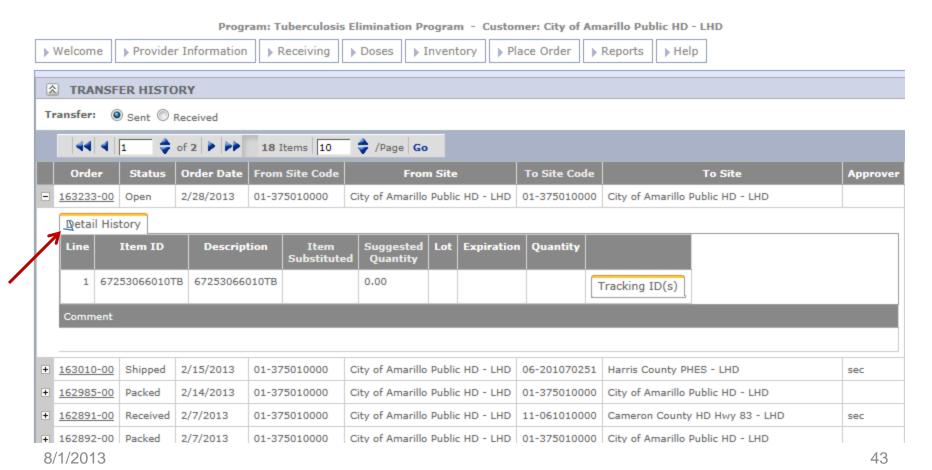
Inventory Tab – Transfer History

User chooses history of transfers Sent or Received



Inventory Tab – Transfer History

Clicking the '+' sign next to the identified transfer expands and reveals the **Detail History** of the transfer.

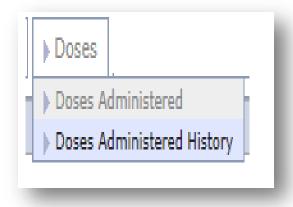


The Doses Tab - Complex Inventory Users (TB & Zoonosis)

System shows two different drop down menus from the **Doses** tab:

- Doses Administered
- Doses Administered History

Before the user is allowed to open/record the site's physical inventory on the **Provider C-33 (Inventory Reconciliation)** screen or place an order, the system requires the completion of the doses administered for the entire/ last calendar month.



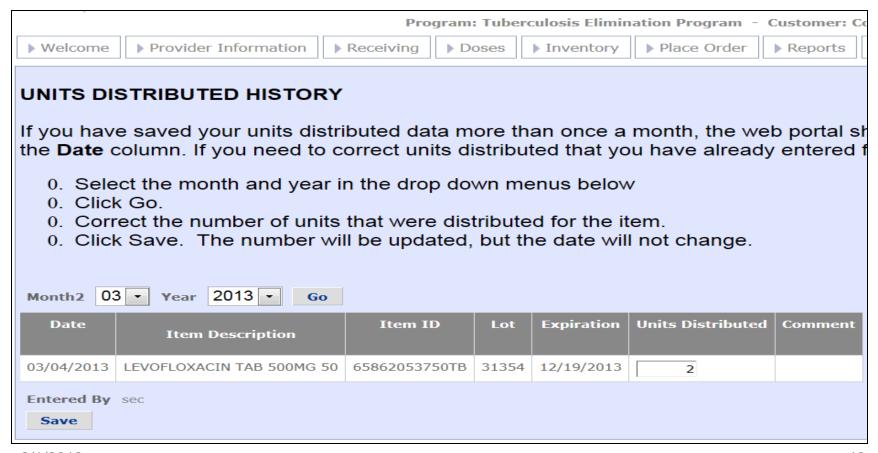
Doses – Units Distributed

The system provides the user with the next date range to record the site's units distributed data. Also, it requires the completion of a complete calendar month before going to the next calendar month.



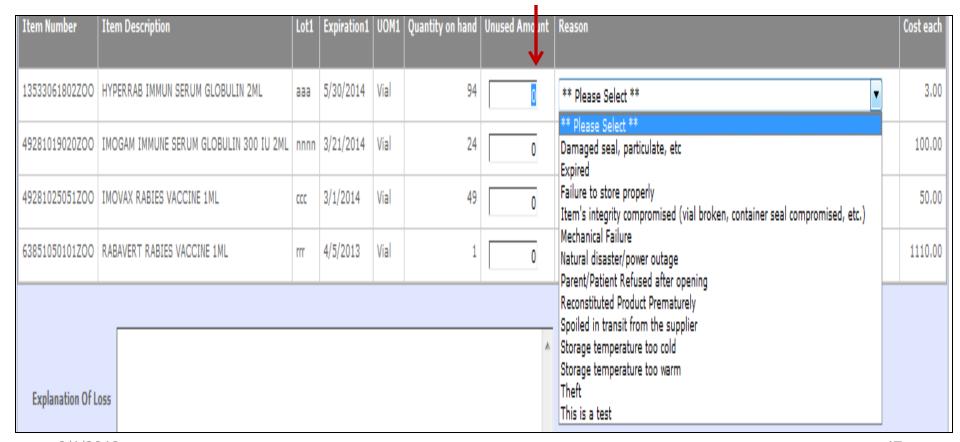
Doses – Doses Administered History

System allows the user to go 'back in time' to edit units distributed data. However, the edit(s) do not decrement the current inventory on hand.



Wasted and Expired

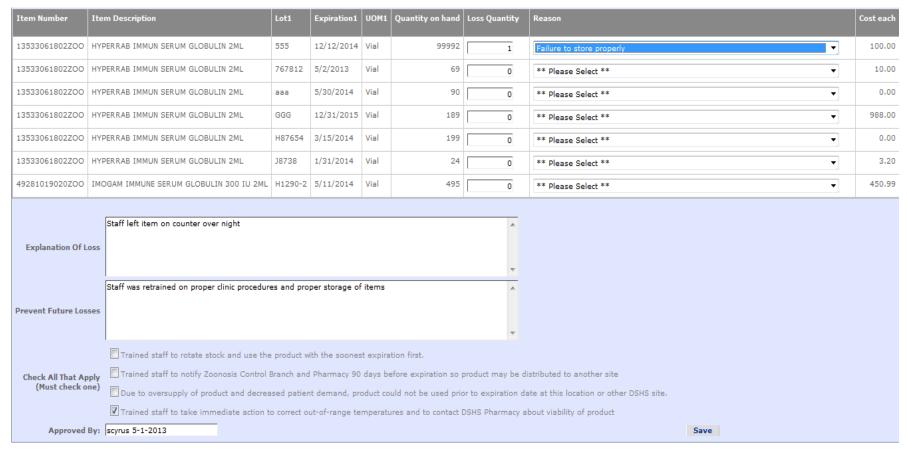
A user can not waste an item with a zero balance or more than the quantity on hand. Also, the system requires a reason to be chosen from the drop down list for each item.



Inventory - Wasted and Expired

User is required to complete:

- 1. Explanation of Loss
- 2. Steps to Prevent Future Losses
- 3. Checking all steps taken
- 4. Approved By section for name/initials and date



Inventory – Wasted and Expired

After the user clicks **Save**, system refreshes to a form containing all information from previous screen.

		Waste	ed or Expired Vaco	cines							
Address: 503 HILL		A CO CITIES HLTH DIST ST TX 75904	Phone: Contact:	· · · · · · · · · · · · · · · · · · ·							
Explanation		ounter after clinic closed					\neg				
Step To Pre	vent Future Losses										
	staff was re-trained on proper clinic procedures and proper storage of vaccines.										
	☐ Trained staff to notify LHD or HSR 90 days before vaccines expire (if loss due to expiration)										
	 Trained staff to rotate stock using the shortest dated product first (if loss due to expiration) 										
	☑ Trained staff to take immediate action to correct out of range temperatures, and to contact LHD or HSR (if loss due to temperatures).										
_			1 - 1 1 1	Euplantian	Doses	Reason	Cos				
_	Vaccine	NDC	Lot Number	Expiration	Doses	Reason	000				

Inventory – Wasted and Expired History

To access historical transactions:

- Click on Inventory, Wasted and Expired tab
- Click on Historical Transactions hyperlink

System retrieves a 2nd menu box instructing you to:

- Enter a Starting Date and Ending Date
- Click Submit

were taken to ensure that this does not happen again.

- 3. Check any applicable boxes for the training that was conducted in order to prevent further loss. At least one check box must be checked.
- 4. Enter your name and click Save.
- 5. If you are using the form as a packing slip, please mark through any items that you are *not* shipping back in that package.

Note: Because every item is now recorded, there may be cases that do not require attensive explanation and additional training (e.g. damaged vial, broken needle, etc.).



▶ Inventory ▶ Place

III Transfer Order

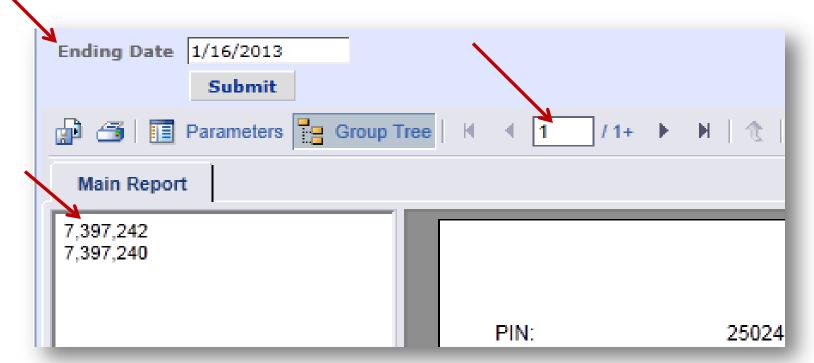
III Wasted and Expired

III Provider C-33

Historical Transactions

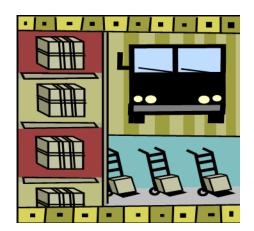
Inventory – Wasted and Expired History

System refreshes and displays under **Main Report** a list of all forms generated during the specified timeframe. To retrieve, highlight number or click page advance page. System will refresh and display the form generated for the transaction selected.

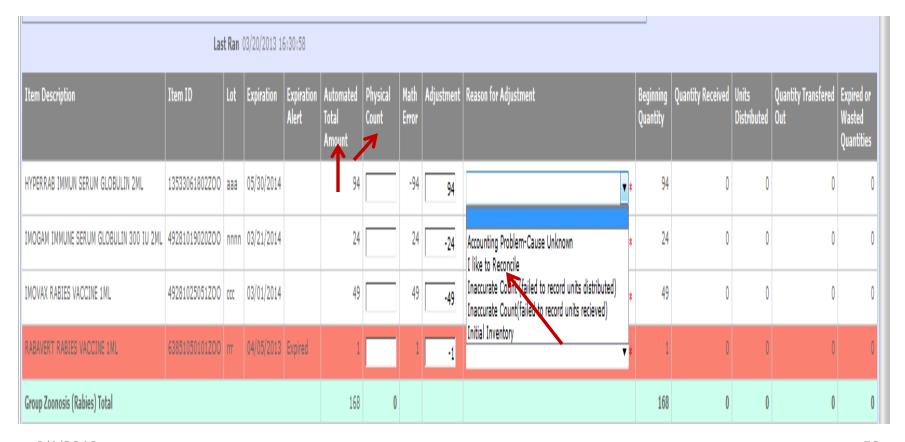


Each month a user is required to update the site's physical count. The system does not allow the user to access this screen until the last calendar month's doses administered are recorded. Also, the provider can not place an order without updating the inventory on the **Provider C-33(Inventory Reconciliation)** screen unless the inventory is within the last three days.





If a site's physical count is not the same as the **Automated Total Doses**, the user must choose a **Reason for Adjustment** for each line item that is different.



▶ Welcome || ▶ Provider Information || ▶ Receiving || ▶ Doses || ▶ Inventory || ▶ Place Order || ▶ Reports || ▶ Help Inventory Reconciliation 1. This page shows all activity since the last time you reconciled your inventory. Note the "Last Ran" date. 2. Complete all other transactions (Receiving, Transfers, Wasted/Expired, Doses Administered up to today) before entering your Physical Count. 3. In the Physical Count column, enter the number on-hand for each Item ID and lot. 4. If your physical count does not match the Automated Total Doses quantity, make sure that all orders have been received and all items that were distributed, transfered, wasted, or expired have been recorded. Return to and update those pages as needed. 5. If, after careful review, there is still a discrepancy between your on-hand count and the system count, enter the reason for the adjustment using the drop-down menu. The need for this should be minimal. 6. When all lines match or have been reconciled, enter your name and hit save at the bottom. Effective immediately! When a user clicks SAVE on their Inventory: Provider C-33 screen all Items/lots with a zero balance will be removed! However, there are risks with this implementation. For example, if you do not follow the steps in the correct order in the web portal, you can delete items you need to record doses, complete transfers, or record wasted/expired. It is critical the user conduct the steps in the web portal exactly as outlined. Last Ran 05/31/2013 13:34:12 Item Description Item ID Reason for Adjustment 05/30/2016 LEVOFLOXACIN TAB 750MG 20 65862053820TB BBBB -38 38 PYRAZINAMIDE TAB 500MG 100 12/31/2013 -67253066010TB 200 PYRIDOXINE TAB 25MG 1000 61748009210TB BBCV 03/31/2018 2000 2000 -2000 2000 TUBERSOL VIAL 5TU-10 TEST 1ML 49281075221TB I9990 12/27/2016 0 XYLOCAINE SDV 1% 2ML/25MPF 63323049227TB -10 63323049227TB WHYTB 04/25/2018 50 XYLOCATNE SDV 1% 2ML/25MDE Accounting Problem-Cause Unknown 2298 Group TB program Total Alert Inaccurate Count (failed to record units distributed) Inaccurate Count(failed to record units recieved) Entered By Copyright @ 2013 Upp Technology Inc. All rights reserved.

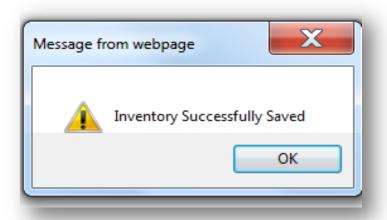
System has three **Alerts**:

- **Short Dated** item that is going to expire in 90 day or less
- Expired item that is past the expiration date and has not been removed from the site's inventory
- Rotation of Stock user documented administering an item with a longer expiration date

Item Description	Item ID	Lot	Expiration	Expiration Alert	Automated Total Amount	Physical Count	Math Error	Adjustment	Reason for Adjustmen
HYPERRAB IMMUN SERUM GLOBULIN 2ML	13533061802ZOO	aaa	05/30/2014		94		-94	94	
IMOGAM IMMUNE SERUM GLOBULIN 300 IU 2ML	49281019020ZOO	nnnn	03/21/2014		24		24	-24	
IMOVAX RABIES VACCINE 1ML	49281025051ZOO	ccc	03/01/2014		49		49	-49	
RABAVERT RABIES VACCINE 1ML 638510501012		rrr	04/05/2013	Expired	1		1	-1	
Group Zoonosis (Rabies) Total	168	0							
- Alert Expired Stock2 This product has expired									
Entered By	Save								

When the user updates their inventory and clicks **Save**, the system will:

- Provide a popup message stating Inventory Successfully Saved
- Remove all items(s) with a zero balance
- Change the **Automated Total Doses** to be the physical count
- Change the Beginning Doses to be the same as the Automated Total
 Doses
- Change the Last Ran date on the screen to current date/time





Place Order

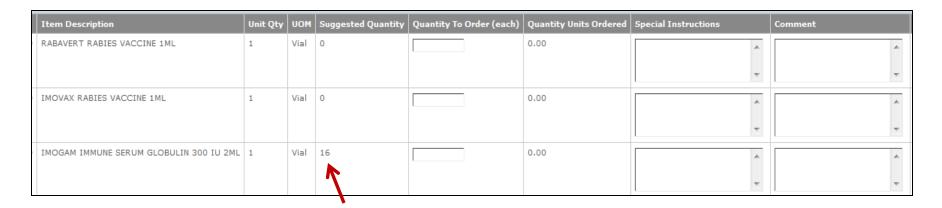
System <u>does not allow</u> access to this screen without the sequential completion of:

- Recording doses administered for the last calendar month
- Reconciling inventory within the last three days

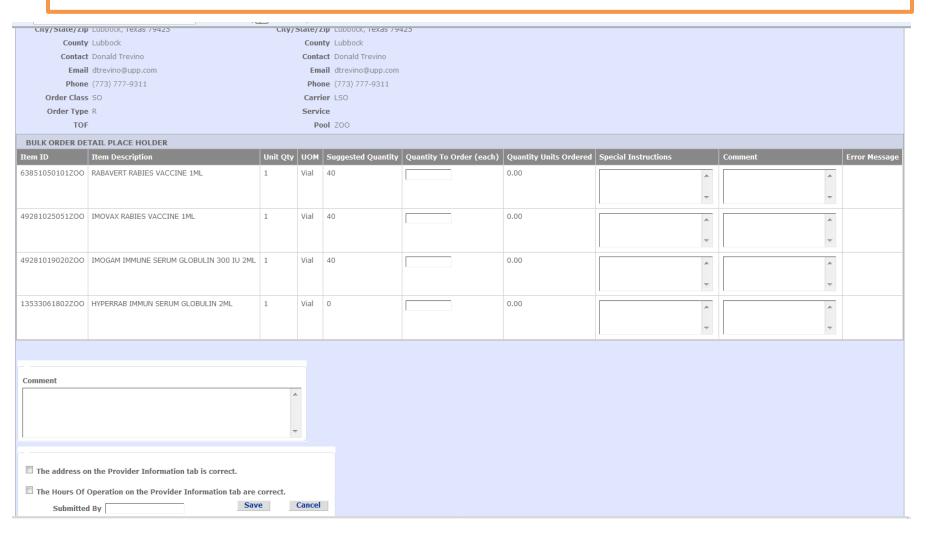
System **does** provide an error message if user:

 Enters a Quantity greater than the Suggested Quantity without something in Comments

System <u>does allow user</u> to order a quantity greater than the system's suggested quantity if a justifiable reason is provided as long as the **Maximum Stock Level (MSL)** has been entered.



Place Order-Bulk Order

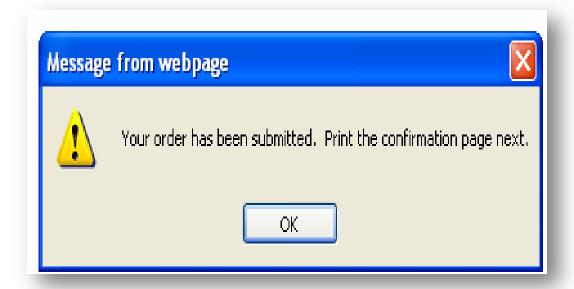


Place Order-Packet Order

		to create a new pacl n to search for a pac							
Filter		Add							
Orde	er Number	164486-00		0	rder St	atus H	Hold		
O	rder Date	05/15/2013							
	Customer	00-303000000			Sol	ld To	00-303000000		
	Name	DSHS - HSR 01 Lubl	bock		N.	ame [DSHS - HSR 01	Lubbock	
	Address	8042 North 73rd Str	eet		Add	ress 8	3042 North 73rd	Street	
City/	State/Zip	Lubbock, Texas 794	125	City	/State	/Zip	ubbock, Texas	79425	
	County	Lubbock			Cor	unty	Lubbock		
	Contact	Donald Trevino			Con	tact [Donald Trevino		
	Email	dtrevino@upp.com			E	mail	dtrevino@upp.c	om	
	Phone	(773) 777-9311			Ph	none ((773) 777-9311	L	
0	rder Class	Work Order			Ca	rrier l	one Star Overr	night	
0	rder Type	Regular			Ser	rvice			
						Pool			
Generate F	Patient ID			Confirm	Patien	tID			
Number o	f Packets								
	ORDER D	ETAIL							
Item ID - D	Description					Pi	lls Per Packet	Total no. of	pills
** Please	Select **				▼		О		0
							0		0
Special Ins	tructions								
_					_				
H									
					-				
△ TRACKIN	NG TD(S)								
Tracking ID									
■ The addre	ss on the F	Provider Information	n tab is corr	rect.					
The hours	of operati	on on the Provider I	nformation	tab are correct.					
Subm	nitted By			Save	Cano	cel			

Place Order

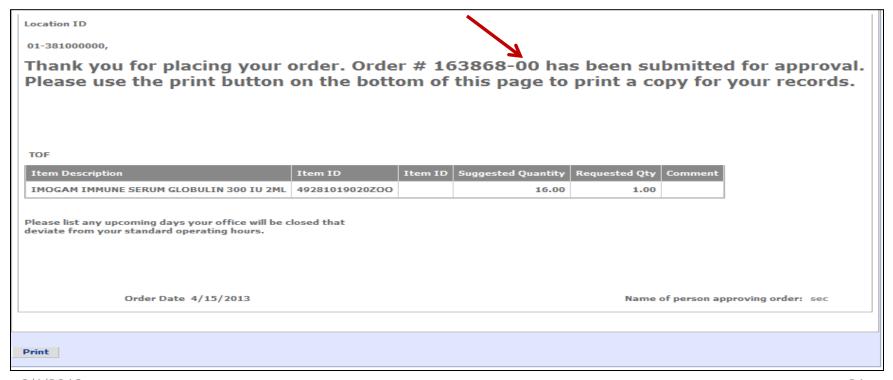
Once the user clicks the **Submit** button, the system generates a new popup message box and refreshes to a confirmation page.



Place Order

The confirmation page provides:

- Order Number-00 (last two digits are the order suffix) Note: Order can have a suffix of 01, 02, etc. Do not enter suffix when searching.
- Summary of <u>only</u> the items ordered
- Opportunity to print a copy of the order for the provider's records



Order History – Search for Order

Select bulk or packet order on the **Order Tab** then 'filter' then 'go' to view **Order History**:

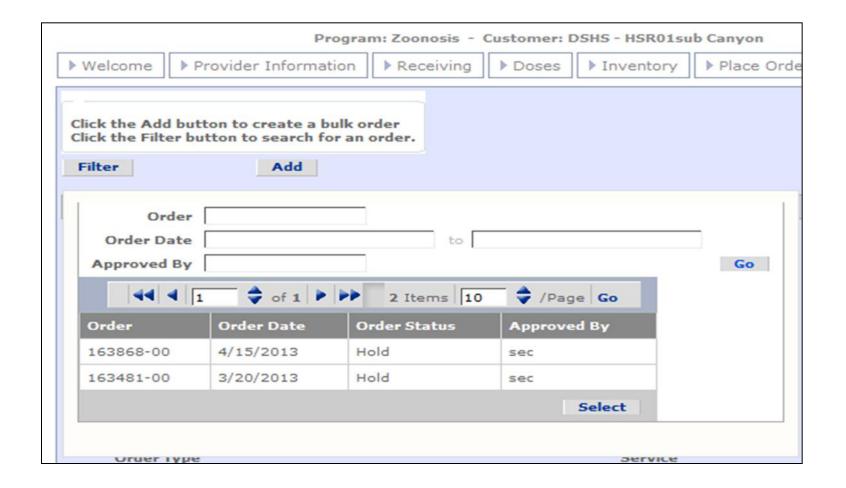
Order Number and possible additional orders with suffixes due to partial orders Status of the order(s)

Changes made to the order at the LHD, HSR or State levels

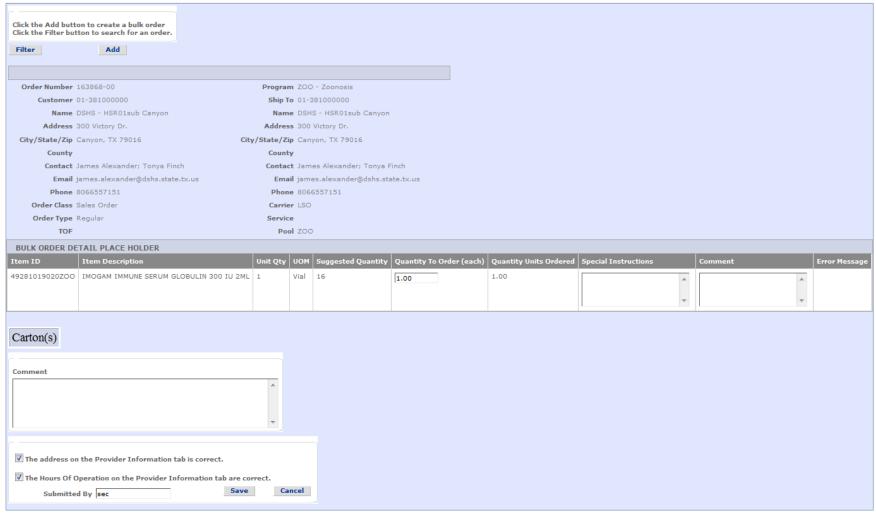
Past orders and contents



Bulk Order After 'Go' Selection



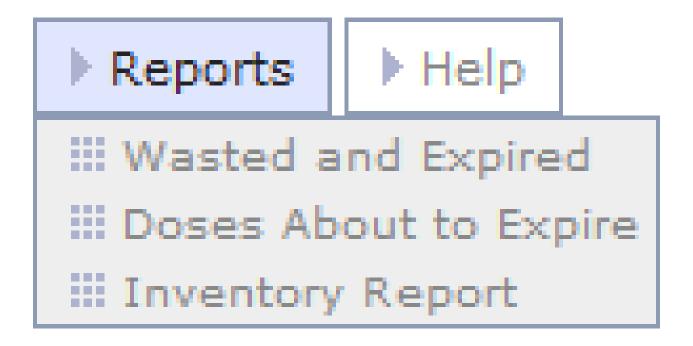
Order History-After order selection



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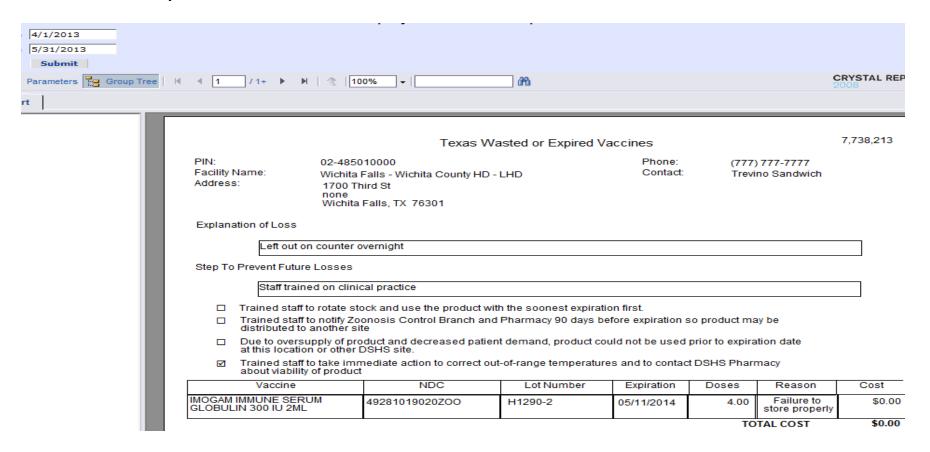
Reports

The following reports are available.



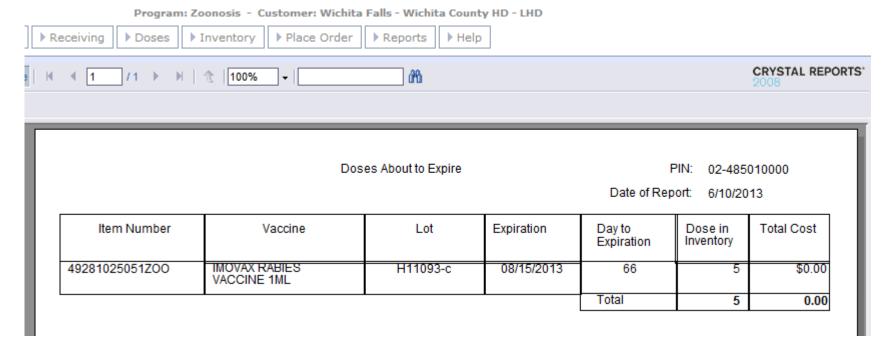
Reports – Wasted and Expired

Enter the start and end date and click Submit. It will display the Wasted/Expired forms within those dates.



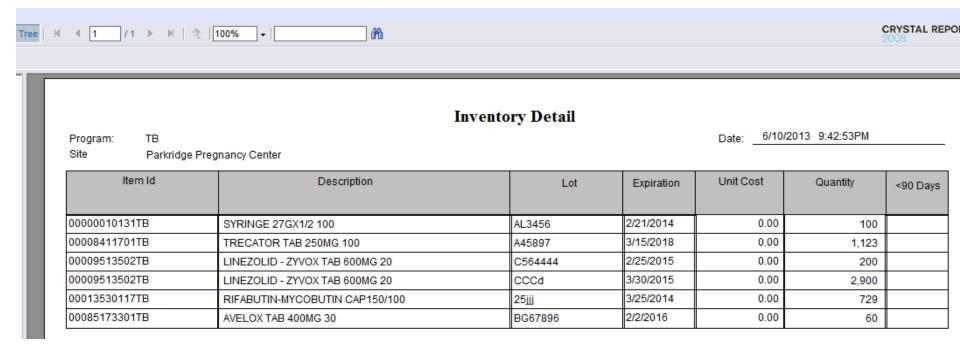
Reports – Doses About To Expire

Report displays all vaccines to expire within next 90 days OR have already expired as of the Last Ran date on the Provider C-33 screen. Contents include: PIN/Site, Date of Report, Item Number, Vaccine, Lot, Expiration, Day(s) to Expiration, Dose in Inventory, and Total Costs (does not display for EPN).



Reports – Inventory Report

Displays current inventory



Help